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Abstract
Drucker（1993） emphasized, in his book,“, Postcapitalist society;”that in the times of knowledgeable economy, knowledge will become the most important resource in place of traditional production factors: labor, capital and land. In other words, it is the enterprise focused on the factor of knowledge that can dominate the 21st century. In the times of new economy, “Organizational learning,” lays the foundation for an enterprise to maintain the leading edge; “The employees” are the fundamental units; “Personal learning” is the basis that makes learning Organization succeed.
In a learning organization, one of the most important activities of knowledge management, which is also the second practice Peter M. Senge(1990) mentioned in The fifth practice, is to improve emplyees mentalmodel. Therefore, the focal point of this research study is “employees’ mind pattern, ”and then explores the correlation of “learning behavior → mind pattern → service performance.” In the correlation, this research study holds that learning behavior is an important cause leading to mind pattern, of which service performance is an important effect. Furthermore, according to the investigation carried out by Gartner Group, about 50 to 70 percent of enterprises need to change their cultures in the cases of successful knowledge management. Hence, this research study attempts to explore the regulatory effects an organizational culture has on “learning behavior → mind pattern. ”
The reasons why the target of the research study is financial specialists from the trust & consulting industry are as follows: (1) The government maps out plans to let loose finance policies, so that the trust & consulting industry is mashrooming and getting contentious, and that leads to the growing demand for professional managers of the trust & consulting industry. In consequence, the market becomes fiercely competitive, talents circulate rapidly, and management stake is rising. (2) In the trust & consulting industry, business expansion or assets management is sustained by people. Therefore, the quality and the number of the talents can influence service performance and sales results. Based on the two points, it is obvious that the trust & consulting industry can provide the research study with a great research background.
Some results as follows:
1. When employee’s immersed in supportive organization culture has a positive impact on the mind pattern.
2. Between of employees’ Knowledge sharing and learning involve has higher relation. And it has a positive impact on mind pattern’s growth.
3. When employees’ have higher mind growth will make better service performance , but it has no positive impact on sales performance.

4. When employees increase service performance has influence on sales performance.
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